

193297 4Q 04

**LOCKHART POWER COMPANY**  
**INVOLUNTARY TERMINATION OF ELECTRIC SERVICE**  
**4TH QUARTER - 2004**

Month	Day	Number of Involuntary Terminations	Reason for Termination	Average Outage Duration In Days
<b>OCTOBER</b>	1			
	2			
	3			
	4			
	5			
	6			
	7	17	Non payment of bill	
	8			
	9			
	10			
	11			
	12			
	13	9	Non payment of bill	
	14			
	15			
	16			
	17			
	18	13	Non payment of bill	
	19			
	20			
	21	10	Non payment of bill	
	22			
	23			
	24			
	25			
	26			
	27	17	Non payment of bill	
	28			
	29			
	30			
	31			
	<b>Total</b>	<b>66</b>		<b>4.34</b>

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**INVOLUNTARY TERMINATION OF ELECTRIC SERVICE**  
**4TH QUARTER - 2004**

Month	Day	Number of Involuntary Terminations	Reason for Termination	Average Outage Duration In Days
<b>NOVEMBER</b>	1			
	2			
	3			
	4			
	5			
	6			
	7			
	8	13	Non payment of bill	
	9			
	10			
	11	11	Non payment of bill	
	12			
	13			
	14			
	15	14	Non payment of bill	
	16			
	17			
	18			
	19			
	20			
	21			
	22			
	23	8	Non payment of bill	
	24			
	25			
	26	1	Non payment of bill	
	27			
	28			
	29	9	Non payment of bill	
	30			
<b>Total</b>		<b>56</b>		<b>2.85</b>

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**INVOLUNTARY TERMINATION OF ELECTRIC SERVICE**  
**4TH QUARTER - 2004**

Month	Day	Number of Involuntary Terminations	Reason for Termination	Average Outage Duration In Days
<b>DECEMBER</b>	1			
	2			
	3			
	4			
	5			
	6			
	7			
	8	3	Non payment of bill	
	9			
	10			
	11			
	12			
	13	14	Non payment of bill	
	14			
	15			
	16	6	Non payment of bill	
	17			
	18			
	19			
	20			
	21			
	22	5	Non payment of bill	
	23			
	24			
	25			
	26			
	27			
	28			
	29			
	30			
	31			
	<b>Total</b>	<b>28</b>		<b>2.88</b>
<b>4TH QUARTER TOTALS</b>		<b>150</b>		<b>3.50</b>

## LOCKHART POWER COMPANY

### PROCEDURE FOR TERMINATION OF ELECTRIC SERVICE

1. Billing is issued to customer bearing a due date that is 15 days later.
2. Approximately 2 days following the due date, if payment has not been received, the customer is mailed the notice of termination containing the stipulations prescribed in R103-352(a)(1-4) of the Rules and Regulations.
3. No more than 2 business days prior to the termination of service, a reminder notice is delivered to the customer's premises and left as a "door hanger" at the location in accordance with R103-352(b).
  - a. A customer who so desires is permitted to arrange a deferred payment plan if unable to pay the entire amount. (R103-352( c ).
  - b. Any inquiring customer is advised where he or she might obtain financial assistance from social assistance agencies in the respective area. (R103-352(d).
  - c. Medical certifications are honored in accordance with R103-352(a)(3).
  - d. The Company will provide a copy of the termination notice to any third party that the customer designates. (R103-352(f).
4. Power is not terminated during snow, sleet and freezing rain weather conditions.
5. Power is not terminated for non-payment of bill in the case of a customer for whom the Company has on file a Life Support Certification form, except with the written permission of the General Manager. The Company identifies with red paint the meter base of any such customer on the Life Support list. This is as an additional safety flag to the employee performing disconnects or conducting any other company business at the customer's residence.
6. Power is not terminated if it can be determined that the customer is elderly and that an oversight appears to have occurred in the payment process.
7. Power is terminated between 8:00 a.m. and 4:00 p.m. on Monday through Thursday. The day preceding any day before a day on which the office will be closed is also excluded from disconnect process. (R103-352(g).
8. A customer requesting reconnection during normal working hours must make payment of applicable charges and reconnect fee at a designated collection office. Company employees are authorized to accept payment of charges and reconnect fee on-site at any time **after** normal working hours whenever a customer requests reconnection after hours.